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ABSTRACT

A statement of goals, guidelines, and standards for public libraries in the state was developed by the Standards Study Committee, Public Library Section, of the Louisiana Library Association. The goals include the educational, informational, recreational, cultural, and service roles of the library. The guidelines are a detailed description of methods to be used in achieving the goals; they cover the library's place in the community, access to information, individual education needs, media selection policy in relation to population diversity, community oriented programs, funding, administration and personnel, library facilities, and public relations. The gauges consist of some basic standards for materials, personnel, facilities, and hours of service with which individual libraries may be compared. (LS)

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GOALS, GUIDELINES AND GAUGES

FOR

PUBLIC LIBRARY SERVICE

IN LOUISIANA

Prepared by the
Standards Study Committee,
Public Library Section,
Louisiana Library Association
1973-1975

Adopted April 10, 1975

IR 002 520

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Baton Rouge, PLS, Louisiana Library Association, 1975

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National Commission on Libraries and Information Science for the concept of total library and information service as a national resource expressed in its second draft of *A National Program for Library and Information Resources* June 1974.

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PREAMBLE

Patricia F. DelMar

A Strategy for Public Library Change: Proposed Public Library Goals-Feasibility Study, by Allie Beth Martin, contains a wealth of statistical information on current public library service policies, research (both completed and in progress), comparisons with results of Robert D. Leigh's 1950 Public Library Inquiry, and a selected, annotated bibliography of articles and books. Facts and opinions culled from this landmark publication form the support for the following use-oriented inventory of public library service. A thorough study of reports such as Edwin E. Olson's Indiana University Library Studies, Report #10, 1970, Mary Lee Bundy's *Metropolitan Public Users*, and Lowell Martin's public library studies (Baltimore and Chicago) also provide important information and direction.

Every study seems to say that each public library services a different community, and each should study its own community in order to formulate realistic goals. Since there is very little published on such research, there is obviously a great need for ALA guidance in this area. How does a public library carry out such a study? What qualifications are necessary for the surveyors? How much time is needed and what is the cost? Public libraries operate on assumptions both about what services the public wants, and about what services the library assumes are good for the public. Only by research can these assumptions be proven correct or incorrect. Instead of waiting for a municipal or other governmental body to do such research from a purely fiscal point of view, public libraries must begin such needed data collection, its organization and synthesis. This point is dwelt upon at some length because of its importance as a prelude to the implementation of any guidelines for achieving excellence in library service.

Assuming a "service for all" orientation, coupled with a 30 percent of population use (at best), the public library's first mission is to make known its existence with all its services and staff capabilities. Each library must determine the most appropriate combination of means and devote considerable time, effort, staff and money to this program. Imaginative use of the television, radio and newspapers costs money but such use will reach a high proportion of any community regardless of age, income or educational level. Other methods include door to door visitation, saturation posters, flyers, newsletters, attendance at community meetings, liaison with schools and other educational and cultural institutions. An all-year-round National Library Week may be the solution. Once individual contact is made, advice and instruction in the use of the library is the next step. Media presentations, both for groups and individuals, could be given within the library in the community. Presentations, from a single slide-tape to a sophisticated videocassette, could be available in the library's lobby or other high-traffic area. In addition, more and better signs, exhibits, directories and self-guided tour brochures should be used, and floating staff members available to offer assistance to both hesitant and eager users. Paraprofession-

al, community residents, and volunteers can be especially valuable at this initial point of contact. Children and young adults are equally entitled to such high quality, regular, and personalized guidance. The existence of local school libraries does not absolve the public library from its guidance function. Class visits may be appropriate, or visits to the schools by librarians or paraprofessionals, or combinations of both. Extensive experience with federally-funded outreach programs to the "disadvantaged" has documented this guidance priority. Should we not believe that the 70 percent not using a public library are in some way leading disadvantaged lives, or are at least missing out on their tax-supported service which must have something to offer them?

A close corollary with the preceding discussion would be the matter of community input. What provisions are there for users to review library policies, participate in selection of materials, assist in decision-making on provision of services, location of new service points, or design of such facilities? Is there a young adult council working with the library staff, providing two-way communication? Are library board meetings held at a time and place convenient for user attendance and participation? Are suggestions and questions from users studied and made known to all the staff for action or further study? The library's usual ongoing publicity, or if one accepts the Martin research "nongoing" program, could also be placed here as well as under Guidance.

One can accept the fact that some people can function adequately without checking out any library material, but information is now the staff of life. There is no one so self-sufficient who cannot use current and accurate information, or referral to another source for provision. Here again experience with the disadvantaged has shown that the public library is an institution of trust with relatively high community acceptance. Its information, in so far as it goes, can be relied upon without bias or prejudice. The public library must expand its collection and files to include information on those subjects of community interest be they abortion, impeachment, or nontraditional life styles. Close cooperation with other community agencies is imperative. Users should not be referred blindly to another agency when they have a legitimate right for this direct service in their public library. Greater concern for confidentiality and privacy will be necessary to optimize patron use. Possibly increased telephone service will aid this and also the expansion of service hours to take into account varying lifestyles. Staff must increase use of telephone, teletype and facsimile to provide the needed information as quickly as possible.

This item has been placed far down the list, rather than as number one, quite deliberately. Historically this function has always been considered crucial to good service, but without users, you have an archive not a public library. Indeed, provision of materials is impossible without knowing the community's clientele. Only an idealized collection would be the result, rather than a dynamic and changing collection. Certainly greater percentages of non-print materials would be purchased if the public library changed with the times. Claire Lipsman says that libraries historically collected and

preserved scarce or expensive materials. Today, given the easy accessibility of paperbacks, proliferation of book clubs and the widespread sale of papers and magazines, the public library should look to film, videocassette and cable TV as new priorities. Public libraries with 20 and more years of experience with non-print materials have only scratched the surface for public service. The public library serves all ages and should be the first point of contact for library service for most people. As vital and ongoing services, we should have the increased use of interlibrary loan, reciprocal borrowing, multi-jurisdictional borrowing privileges, facsimile service, cooperative buying, pooling of resources, as well as mail and messenger delivery to patrons.

The user is vitally concerned with the means or supplies for the purpose. The hours that the library is open or the availability of telephone service have gradually expanded, but few libraries are satisfied with the total. Greater user input might encourage libraries to experiment with more flexible service hours at branches in varying neighborhoods. Growth of the four-day work week, with increased leisure time, coupled with the ongoing energy crisis should require new patterns of library service with greater flexibility on the part of the staff. Space for individual study and typing is as important as that usually provided for groups. There should be increased concern for soundproofing and privacy, coupled with the availability of noisy areas for young people and children. Individuals should have access to and instruction in the use of audio-visual equipment, whether for use in the library or in the community. School library experience with such service has indicated the lack of anticipated break-down damage and theft. Certainly patrons can do no more harm than the staff! Copying facilities for print are widespread but should be joined by graphic arts production facilities. Slides, transparencies, silk-screen posters, and tapes can generally be made by children in their school media center, why not the public library serving the entire community? To assure accessibility, some libraries need to encourage the provision of municipal bus routes to serve their agencies; others require increased free and adequate parking to serve those who come by automobile or bicycle. Once more, community input is necessary.

Some library services are special because of the clientele served- disadvantaged, aged, non-English speaking, illiterate. These groups require special materials, outlets, delivery service, multilingual staff and/or combinations of the above.

Other services are special due to their inherent nature -- film programs, forums, book talks, storytelling, puppet shows, formal classes, arts and crafts clubs, consumer advisory service, deposit collections, media vans. Each library must decide with its community which of these services is required, how budgets will be re-allocated, and what staff is to be hired or retrained.

GOALS, GUIDELINES AND GAUGES FOR PUBLIC LIBRARY SERVICE IN LOUISIANA

INTRODUCTION

1.1 PURPOSE

The purpose of this document is to state goals common to all public libraries, present guidelines for achieving these goals, and specify gauges for systematic evaluation of progress.

1.2 AUDIENCE

Goals, Guidelines and Gauges is intended for use by library boards, library staff and administrators, Louisiana State Library, public officials, and others concerned with libraries as viable social institutions.

1.3 DEFINITIONS

Community - A social group of any size whose members live in a specific locality be it a city, parish or neighborhood.

Information - The knowledge and experience of mankind in whatever medium it can be delivered to people.

Librarian* - A person holding a fifth year degree in Library Science (Bachelor's or Master's degree) from an accredited library school.

Library Associate* - A person holding a Bachelor's degree.

Library Specialist* - A person holding a Master's degree in a related field.

Paraprofessional* - Same as Library Associate.

*Conforms with Asheim's ladder adopted as policy by ALA in 1970.

System- Organization of library institutions as distinguished from a library consisting of more than one service outlet all within a single municipality or parish.

Types of systems include:

a. Consolidated Library System crossing parish lines; governed by a single board of trustees; administered by a single head librarian; and within which all of the service outlets are branches of a single institution.

b. Non-consolidated Library System composed of two or more autonomous member libraries: each with its own board of trustees; controlled by representatives of member libraries; and operated from a designated Library Center under the supervision of a system director. It receives special support from local, regional or state appropriations to provide more comprehensive library service in the geographical area served by the system.

1.4 REVISION

Rapid changes in societal patterns, technology, and measurement techniques are predictable and this document must be reviewed, evaluated, and revised at least every ten years.

GOALS

The purpose of each public library in Louisiana is the provision of information services and resources for all the people in the area it serves: to increase their opportunities for participation in society, to learn, to achieve self-fulfillment, to pursue careers, and to conduct research. Although each library will adopt priorities and emphases according to its community needs, goals integral to the stated purpose and common to all public libraries in Louisiana in the mid-seventies are:

2.1 To insure the availability of services to match the range of needs of all people in the community regardless of geographic location, socioeconomic status indicated by age, education, race, sex, etc., handicaps or other limiting conditions.

2.2 To develop, maintain, and participate in coordinated methods of access to the full knowledge of the world so that it can be delivered when and where needed by people in the community.

2.3 To provide people with the means for informal self-education and for supplementing formal education.

2.4 To collect and disseminate all kinds of information resources, information being defined as the know-

ledge and experience of mankind, in whatever medium it is recorded or can be delivered to people in the community.

2.5 To serve as a recreational and cultural center for all the people of the community.

2.6 To plan its comprehensive, unique program of library service then find funds to provide the program.

2.7 To develop a people-oriented organization effectively performing the duties of planning, innovating, evaluating, and delivering the services of the library.

2 8 To provide enough space, appropriate equipment and the kind of atmosphere to attract people to use the services provided.

2.9 To sell the current library services to every person in the community.

GUIDELINES

3.1 A LIBRARY SHOULD BE AN INTEGRAL PART OF THE TOTAL COMMUNITY IF IT IS TO PROVIDE SERVICES TO MATCH NEEDS OF PEOPLE.

3.1.1 It should know what agencies are represented in the community and the actual (not potential) services provided by each.

3.1.2 It should keep other agencies informed of library and information services.

3.1.3 It should work with both individuals and organizations serving those with special needs. These include different age, socioeconomic, and racial or ethnic groups as well as all who are disadvantaged by reasons of age, health, race or economic status.

3.1.4 It should maintain hours of public service adequate for the community.

3.2 EACH LIBRARY SHOULD USE EVERY AVAILABLE AVENUE OF ACCESS TO INFORMATION WHEREVER IT IS TO BE FOUND.

3.2.1 It should maintain access to all information resources in the local community including all types of libraries.

3.2.2 Inter-library loan access should be available to all users.

3.2.3 Each library should cooperate with other libraries to develop contractural or organizational systems. Multi-Parish Systems provide each individual living within their boundaries with access to the resources of any library and/or information center within their jurisdictions.

3.2.4 The State Library provides reference, bibliographic and inter-library loan service and provides a link with regional and national resources for the local libraries and library systems.

3.2.5 Through cooperative acquistions libraries of all types should build on strength and avoid duplication of seldom used materials.

3.3 EACH LIBRARY SHOULD PROVIDE AND INITIATE OPPORTUNITIES FOR SELF-EDUCATION AND HELP PEOPLE SUPPLEMENT THEIR FORMAL EDUCATION.

3.3.1 Staff assistance on a one-to-one basis should be encouraged and staff expertise developed for directing the independent learner to materials at individual reading levels and in related subject areas.

3.3.2 Recordings, films, cassettes, and other media should be considered for purchase to provide an added dimension for self-education.

3.3.3 Materials and programs should be provided to enrich and further develop subjects related to formal education needs.

3.3.4 Inter-library loan requests should be honored on the basis of types of material without restriction as to formal education level.

3.4 EACH LIBRARY SHOULD ESTABLISH, ADOPT, AND CONTINUOUSLY REVISE A MEDIA SELECTION POLICY THAT REFLECTS THE CHANGING INTERESTS AND NEEDS OF THE COMMUNITY, THE PLURALITY OF VIEWPOINTS IN SOCIETY, AND THE DIVERSITY OF PEOPLE IN THE COMMUNITY.

3.4.1 The varying interests, talents, and qualifications of all staff members should be utilized in the selection of media.

3.4.2 Users should be encouraged to express their needs and desires as a part of the media selection process.

3.4.3 In order to insure that the collection reflects the current needs of the community, in terms of accessibility and availability, it should be critically and continuously evaluated, based on both staff and user input.

3.4.3.1 Systematic withdrawal of materials no longer useful is necessary to maintain relevant resources.

3.4.3.2 While physically worn out, out of date, and no longer appropriate material should be discarded, seldom-called-for older fiction, or non-fiction useful for historical or research needs, even if out of date, should be kept.

3.4.4 Libraries should acquire, organize and make accessible those materials which people in their communities need and desire.

3.4.4.1 Because of people's intellectual and cultural differences, materials to meet the information needs created by these differences should be available in a variety of media and in varying levels of complexity and sophistication for all ages. Selection of materials should go beyond the request of those who use the library regularly to reach segments of the population who do not turn to the library often.

3.4.4.2 Libraries must identify specific informational, educational, cultural, and recreational needs and select media to meet those needs.

3.4.4.3 All media should be organized in ways that will provide easy access to the resources of the library and take into account the particular needs and capabilities of all special groups.

3.4.4.4 The headquarters unit should have available the necessary supporting and bibliographic information or access thereto, to locate facts and specialized resources in the area, the state, and the nation. The library should develop cooperative plans for use of this special material through inter-library loan and should make other cooperative arrangements.

3.4.4.5 The Branch Library collection of materials should be adequate in size and range of interests represented to meet the need of its community and should continuously be renewed by the addition of new materials and by systematic withdrawal of materials no longer useful.

3.5 EACH LIBRARY SHOULD PROVIDE THE FRAMEWORK OF FACILITIES AND PLANNED PROGRAMS FOR PEOPLE TO PARTICIPATE IN EX-

PERIENCES WHICH ENRICH THEIR LIVES BY SHARING TALENTS, CREATIVE ACTIVITIES, AND CULTURAL HERITAGES.

3.6 EACH LIBRARY SHOULD PLAN ITS SERVICE PROGRAM, ESTABLISH THE COST AND THEN FIND FUNDS TO SUPPORT THE PROGRAM.

3.6.1 Each library through its governing body and its administration is accountable to the taxpayers for providing a viable program of library service based on continuous planning, innovation, and evaluation.

3.6.1.1 Planning should be shared by all agencies in the community concerned with human needs.

3.6.1.2 All segments of the community should be considered in selecting services to be provided by the library.

3.6.1.3 Users and potential users should be identified.

3.6.1.4 Program planning should include staff involvement.

3.6.2 Ongoing evaluation is essential to a viable library program of service which responds to changing needs.

3.6.2.1 Changing societal patterns should be projected, studied, and evaluated to plan and implement new services or modify existing services as needs are identified.

3.6.2.2 Methods of measuring use and effectiveness should be sought from all disciplines and conscientiously employed.

3.6.3 Fiscal support should be sought from all sources.

3.6.3.1 Local public funding should be the basic source of support. Ongoing community support is essential for increasing millage and must be actively solicited if library elections are to pass. In jurisdictions where general fund appropriations must be sought annually, ongoing community support for library budget requests is essential. Revenue sharing should be be vigorously sought on the local level.

3.6.3.2 Local funding is seldom sufficient for adequate fiscal support of needed programs, such as multi-parish systems. State funding is the next level of support and legislative action is required. Concerted effort by all libraries must be developed if state funding is achieved.

3.6.3.3 Library Services and Construction Act funds administered by State Library have been valuable incentives for innovation and demonstration. Libraries must seek other federal funds in competition with many other agencies.

Strong citizen action is essential in this political process.

3.6.3.4 Federal funding of the strong national program being developed by the National Commission on Libraries and Information Sciences must have library and citizen input at all levels.

3.7 A FRAMEWORK FOR QUALITY LIBRARY SERVICE AT ALL LEVELS SHOULD BE PROVIDED THROUGH ADMINISTRATION WHICH IS INFORMED, INNOVATIVE, AND USER-ORIENTED AND BY A PERSONNEL POLICY WHICH INCLUDES CAREER DEVELOPMENT AND PERSONAL WELFARE.

3.7.1 Since the public library is a service institution aiming at an efficient and effective program of activities, it can be operated only by competent, properly selected and adequately paid staff, insured if good personnel policies are adopted.

Consideration of partisan politics must be rigidly excluded in personnel selection and dismissal. All appointments and promotions must be on the basis of merit.

3.7.2 All personnel should be placed in situations that utilize their skills, education, talent, and experience.

3.7.3 Each library should have a position classification plan and pay scale reviewed annually. Library positions should be clearly defined in terms of requirements, duties, and responsibilities. Positions should be grouped for similarities, with differentiation between professional and non-professional levels.

3.7.4 Operating under standard personnel practices which insure employee comfort and welfare, library staff members should have conditions of employment that assure maximum job satisfaction and continuing high morale.

3.7.5 To insure that users have access to the best possible information services, the library should provide varied opportunities for continuing education of staff. Appropriate library staff should attend district, state, regional, and national professional meetings.

3.7.6 Staff meetings should be held at least monthly to develop the staff and to give members a better understanding of library affairs.

3.7.7 An "affirmative action" plan should be developed includ-

ing methods of implementation.

3.8 THE PHYSICAL FACILITIES OF A LIBRARY SHOULD REFLECT THE PATTERN OF SERVICE TO MEET THE INFORMATIONAL, EDUCATIONAL, SOCIAL AND RECREATIONAL NEEDS OF THE AREA TO BE SERVED.

3.8.1 The library should be easy to locate and inviting to enter and use.

3.8.1.1 Libraries are not placed where people live but where they go. To reach people libraries should be located near the center of the city, in an area of retail stores, banks and office buildings, which are frequently visited by the public in day-to-day living.

3.8.1.2 Libraries may be located in public buildings and/or in community centers, if other programs in the buildings do not create noise and safety problems, if enough space is provided for books, readers, and activities, and if access during evening as well as daytime hours is convenient and safe.

3.8.2 Planning a new library building, or renovation of an old structure, should start with a written building program covering current as well as future objectives, activities, and space requirements before even preliminary plans are drawn. Consideration should be given to projected population changes and future possible program directions.

3.8.2.1 Both an experienced librarian and a qualified architect should be available from the beginning of a building project to its completion and should work in full cooperation.

3.8.2.2 The library structure should be efficient, flexible, and expandable. The building should be planned for a minimum of 20 years expansion of service and community growth. Fixed walls should be kept to a minimum.

3.8.3 The library building should achieve the same level of comfort and efficiency as other public buildings and, in addition, must meet specifications unique to its function.

3.8.3.1 The several sections of the library which readers use most frequently -- book areas, reading areas, lending desk, catalog -- should be located in proper functional relationship to each other and to the location for the receiving, cataloging, and physical preparation of materials.

3.8.3.2 Stairways, elevators, book lifts, and mechanical equipment should be located to provide flexibility in arrangement and future change without excessive cost.

3.8.3.3 The basic concepts of good building design should include maximum efficiency in lighting, temperature, humidity, and sound controls; modern wall, ceiling, and floor treatments which reflect concern for long wear and efficient maintenance.

3.8.4 The furnishings should be selected on the basis of appropriate design, comfort, durability, and color coordination suitable to the needs and activities of the users and staff.

3.8.5 The standards of comfort, beauty, efficiency, and ease of use apply to the small branch library and the bookmobile as well as to the central library.

3.9 MARKETING THE PRODUCT SHOULD BE THE FIRST MISSION AND THE FINAL GOAL OF EACH LIBRARY.

3.9.1 Every member of the community needs to know what services each library provides.

3.9.2 Library publicity must be directed to individuals and to groups in need of special services, as well as to other social and governmental agencies.

3.9.3 All communications media should be used.

3.9.4 Surveys to study the community, staff participation in community organizations and affairs, and testimony of satisfied users are valuable public relations tools.

GAUGES

Until library research produces an alternative the traditional quantity gauges will have to suffice. These are limited to materials, personnel, facilities, and hours of service.

4.1 MATERIALS

4.1.1 Recommended Size of Book Collection by Libraries

Population	Books per Capita
Under 25,000	4 or 40,000 minimum
25,000-49,999	3 volumes
50,000-99,999	2.5 volumes
100,000 and over	2 volumes

New book purchases annually should total at least two-tenths of a book per capita for a population up to 100,000 (this is, one book should be added for each five people). Libraries serving populations over 100,000 should add annually one-tenth of a book per capita. One-third of the volumes added annually should be for children.

4.1.2 To supplement its books and to make readily available the current material which has not yet been incorporated into a book every library should provide a collection of popular magazines and technical periodicals related to its locality. Retention of back issues should be based upon whether or not the publication is indexed, the frequency of its use and the amount of storage space available.

In each Central Library at least one currently published periodical title should be available for each 250 people in the service area. A large library serving over 250,000 population should meet a standard of adding one subscription for each additional 500 people above the 250,000 population base in its service area. Each branch library serving a population up to 5,000 should have a minimum of 25 titles. Each branch library serving a population from 5,000 - 10,000 should have a mimimum of 40 titles.

Emphasis should be placed on purchasing titles listed in periodical indexes, but acquisition should not be limited to these. Each Central Library should subscribe to the unabridged *Reader's Guide to Periodical Literature* and other indexing services covering frequently requested titles. Small branch libraries should receive the *Abridged Reader's Guide* if only as a bibliographic tool for referral to a larger agency. In each Central Library indexed periodicals of reference value should be retained in unreduced format at least 5 - 10 years, but microform is recommended for permanent files. Branch libraries should limit back files on the basis of need for particular titles with a recommended retention of one to five years.

4.1.3 Newspapers representing local, state, and national coverage should be received at each Central Library and at each branch open 36 or more hours a week. Each Central Library should maintain microform files of local and at least one newspaper of national coverage to provide source material.

4.1.4 Audio-visual resources should include slides, films, phonodiscs, microfilm, filmstrips, art works, tape recordings, and other media. Libraries which cannot afford to acquire and maintain all of these materials should be aware of and utilize other resources in the

area and should develop cooperative programs with other libraries.

4.1.5 Each library collection should include local government documents, and state and federal documents of importance to the area.

4.1.6 The library should make every effort to collect local history material if this is not adequately preserved elsewhere in the community.

4.2 PERSONNEL

4.2.1 Salaries for library staff should be at a level to attract and hold personnel with the qualifications specified.

4.2.2 Positions

Each library should have an administrative librarian, and at least one paraprofessional. Louisiana's public library law (Act 36 of 1926) requires that a library be administered by a person certified by the state Board of Library Examiners.

One staff member (full-time or equivalent) should be the minimum provision for each 2,000 people in the service area.

If the bookmobile circulates one-third or more of the total circulation of the library, it should operate under the direction of a librarian.

In addition to bookmobile librarian and clerk-driver, there should be a paraprofessional for each 25,000 annual circulation over the first 50,000.

In each library serving 50,000 or more people, the staff should include one or more librarians who specialize in one or more of the following areas: administration, organization and control of materials, information and advisory services for adults, children's work, and branch and bookmobile supervision.

4.2.3 Personal Welfare

In libraries not under civil service regulations, the vacation leave for professional staff members should not be less than 20 working days annually; for paraprofessional and clerical employees it should be not less than 10 working days annually.

Provisions are made for daily a.m. and p.m. rest periods.

Provisions should be made for sick leave with pay, leaves of absence with or without pay for travel and study, and for attendance at professional meetings.

It is strongly urged that plans be made available which give security in the face of accident, disability and retirement. Retirement of all staff members should be based on regulations of the Louisiana Parochial Retirement System or the city retirement plan of which the library is a member, even if the individual employee is not a participant.

4.3 FACILITIES

4.3.1 Location and Accessibility

The library building should be well marked. There should be provisions for adequate outside lighting. Near the entrance to the building a directory or other means should provide information about service and activities to prevent undue delay to library users.

Books and reading areas should be visible from the outside and easy to reach by users upon entering the building.

Provision should be made for the return of material when the library is closed.

A location with or near parking facilities and near public transportation arteries and terminals is important.

Consideration must be given to the needs of the handicapped and aged when planning entrance ways, ramps, elevator accessibility, space in the stack area, lavatories, drinking fountains, and telephones as well as interior and exterior lighting.

4.3.2 The building program should include: details concerning the community the library will serve; library objectives with proposed activities and space requirements; site requirements, selection and justification of the location; functions of each department; furniture and equipment.

4.3.3 Points for supervision of readers should be located and consolidated for economical operation.

Public restrooms and drinking fountains should be provided and located where there is proper supervision.

Quantity of light should achieve at least 70 foot-candles on reading surfaces. Light must be evenly distributed and glare eliminated.

There should be space and furnishings in the building for study and informal reading for all age groups.

Signs should identify the library's collection and service areas.

Efficient, attractive shelving and exhibit space should be provided for display of materials.

Housing facilities for bookmobile or bookmobiles in addition to the garage area should include adjacent shelving for book collection and for staff work space.

4.3.4 Space Requirements

Guidelines for Determining Space Requirements for Libraries[1]

(Adapted from tables in Wheeler's Small Library Building, No. 13 in Small Library Project pamphlets.)

Population Served	Shelving Space: Size Book Collection[2]	Shelving Space: Floor Space (Square feet)	Reader Space (30 square feet per reader)	Workroom Storage Space[3] (100 square feet per worker)	Additional Space[4] (Square feet)	Total Space (Square feet)	Per Capita Floor Space (Square feet)
3,000 - 9,999		1,000 + 1 for each 10 books over 10,000	600 minimum for 20 seats; + 5 seats for each M over 3,000 population	500 minimum + 100 for each worker over 2	800	2,900	.7 - .8
10,000 - 24,999		3,000 + 1 for each 10 books over 30,000	1,200 for 40 seats; + 4 seats for each M over 10,000 population	1,000 + 100 for each worker over 4	1,800	7,000	.6 - .7
25,000 - 49,999		5,000 + 1 for each 10 books over 50,000	3,250 for 750 seats; + 3 seats for each M over 25,000 population	1,500 + 100 for each worker over 10	5,250	14,000	.55 - .65
50,000 - 99,999		7,500 + 1 for each 10 books over 75,000	4,500 for 150 seats; + 3 seats for each M over 50,000 population	2,000 + 100 for each worker over 20	12,600	26,600	.5 - .6

[1] The central library (Headquarters unit of the library system) would house in addition to the branch: business and administrative offices, book processing quarters (where 150 square feet per worker is allowed), space for a reservoir book collection, bookmobile garage with adjacent shelving for surplus bookmobile collection, a meeting room and other rooms as required by community needs and the program of service.

[2] See 4.1.1

[3] May be modified for small branches.

[4] Heating, rest rooms, janitor, etc.

4.4 HOURS OF SERVICE

4.4.1 Each Central Library should be open to provide information services and resources during morning, afternoon, and evening for parts of six days. Sunday hours should be scheduled where local conditions warrant.

4.4.2 Branches should provide services to the public some substantial part of six days a week, hours to be selected upon the basis of maximum potential use and population served.

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